

(57) ABSTRACT

The invention relates to a procedure and
5 arrangement for controlling and optimizing a
process. In the procedure at least two
different types of initial information is
collected and a comparative value, which is
compared to a scale, is created based on the
10 collected initial information, and a process
is controlled based on the comparative value
to attain optimized result. The procedure is
used, for example, to measure commitment and
competence of personnel to calculate
15 probability for attaining a set goal.

Fig. 5